

Only those agencies having a MOU with Alameda County shall engage in Emergency Medical Dispatch (EMD)

**Basic Emergency Medical Dispatch (EMD)**

1. The provision of Basic EMD services includes, but is not limited to:
  - 2.1 Caller interrogation;
  - 2.2 Pre-arrival instructions;
  - 2.3 Treatment instructions;
  - 2.4 Prioritization of ambulance and First Responder dispatch.
2. All EMD providers shall have a quality assurance coordinator who is a physician, registered nurse, paramedic or physician’s assistant.

**Enhanced Emergency Medical Dispatch (EMD)**

Enhanced Emergency Medical Dispatch is an optional EMD program provided by public safety answering points (PSAP), or other agencies answering and processing requests for medical assistance, who are authorized to provide EMD by the EMS Medical Director. Authorization is contingent upon the submission and approval of an Emergency Medical Dispatch Quality Management (EMDQM) Implementation Plan.

The EMDQM implementation plan shall address the following requirements with sufficient detail to create a reasonable understanding of the Enhanced EMD center’s proposed approach, significant milestones, and timeframe for implementation. Upon review and approval of the EMDQM plan, Alameda County EMS will issue provisional approval to provide enhanced EMD services. Enhanced EMD Provider Centers must meet all of the following standards:

1. The provision of Enhanced EMD services includes, but is not limited to:
  - Caller interrogation
  - Case entry protocols
  - Chief compliant selection
  - Key question protocols
  - Determinant code selection
  - Prioritization of ambulance and first responder dispatch (if applicable)
  - Pre-arrival instructions
  - Post dispatch instruction protocols
2. Enhanced EMD centers shall:
  - 2.1 Use only NAEMD certified emergency medical dispatch personnel to interrogate the caller, select appropriate response, and provide pre-arrival and post dispatch instructions when processing requests for medical assistance;
  - 2.2 Use an emergency medical dispatch priority reference system (EMDPRS) recognized by the NAEMD;

**Emergency Medical Dispatch – Provider Agency Program Requirements (#4050)**

---

- 2.3 Implement an EMD quality assurance and improvement process that is consistent with the NAEMD 20 Points of Accreditation and ASTM F1560 – 94 Standard Practice for Emergency Medical Dispatch Management;
  - 2.4 Ensure the EMD case review personnel are certified EMD-Q and maintain that certification through the NAEMD;
  - 2.5 Perform and electronically record the results of EMD case reviews complying with the following requirements:
    - Randomly select and review 25 cases per week or 3% of the total weekly EMS call volume (whichever is greater);
    - Provide Alameda County EMS with the following EMD and case review data elements (Note: data element list and export format to be determined).
  - 2.6 Meet or exceed case review compliance to protocol determined through EMD-Q case review at the following percentages within an Alameda County EMS-approved timeframe, to include but not limited to:
    - 95% - Case entry protocol
    - 95% - Chief compliant selection
    - 90% - Key Question protocol
    - 90% - Post-Dispatch Instruction protocol
    - 95% - Pre-Arrival Instruction protocol
    - 90% - Determinant code selection
    - 90% - Obtain cumulative score
  - 2.7 Regularly report data as requested to EMS Agency.
  - 2.8 Ensure EMDs have access and attend regular Continuing Dispatcher Education activities that satisfy NAEMD recertification requirements;
  - 2.9 Designate a licensed emergency physician to provide medical oversight of EMD and EMS dispatch processes;
  - 2.10 Designate, organize, and conduct under consultation with County EMS, medical dispatch review committee activities either in a new standing committee or identify and utilize existing committees capable of accommodating these activities and achieving committee objectives; and,
  - 2.11 Designate, organize, and conduct under consultation with County EMS a senior staff level “Steering Committee” activities either in a new standing committee or identify and utilize existing committees capable of accommodating these activities and achieving committee objectives.
3. Designated Enhanced EMD centers must apply for and obtain accreditation from the NAEMD within 24 months of being granted provisional approval to provide EMD services.